United Nations ST/SGB/2004/8

Secretariat

7 April 2004

Secretary-General's bulletin

Organization of the Office of Human Resources Management

The Secretary-General, pursuant to the Secretary-General's bulletin entitled "Organization of the Secretariat of the United Nations" (ST/SGB/1997/5) and amendment (ST/SGB/2002/11), and for the purpose of establishing the organizational structure of the Office of Human Resources Management, promulgates the following:

Section 1
General provision

The present bulletin shall apply in conjunction with Secretary-General's bulletin entitled "Organization of the Secretariat of the United Nations" (ST/SGB/1997/5) and amendment (ST/SGB/2002/11).

Section 2
Functions and organization

2.1 The Office of Human Resources Management seeks to align the Organization's human resources capacity with its mission and changing mandates and to ensure that the Secretariat can carry out its functions effectively and efficiently. It endeavours to act with sensitivity and appropriate flexibility, taking into account the provisions of the Charter of the United Nations, the mandates of the General Assembly, the Staff Regulations and the Staff Rules, as well as the principles and practices of a good employer. In developing solutions, it addresses strategic organizational needs as well as those of individual staff.

2.2 Accordingly, as the central authority for matters pertaining to the management of human resources, the Office is responsible for:

(a) In strategic partnerships with clients, identifying, championing, developing and implementing suitable policies, programmes, procedures and supporting systems, including technology-based support tools, that together will lead to:

(i) The creation of an organizational culture that is responsive and results oriented; rewards creativity and innovation; and promotes continuous learning, high performance and managerial excellence;

04-30213 (E) 140404

(ii) Greater transparency, responsibility, accountability, due process, equity and fairness in the management of human resources;

(iii) The development of a more versatile, multi-skilled and mobile staff;

(b) Selecting, retaining and developing staff of the highest competence and integrity, taking into account the provisions of Articles 8 and 101 of the Charter of the United Nations;

(c) Managing programmes concerning staff and career development, staff mobility, performance management, contractual arrangements and conditions of service that meet the needs and aspirations of both staff and the Organization, in coordination with the International Civil Service Commission as appropriate;

(d) Planning human resources objectives, at the global Secretariat, departmental and office levels;

(e) Monitoring the implementation of rules, policies and programmes; guiding and advising staff and managers in the performance of their roles and responsibilities in the area of human resources; and taking or recommending corrective measures or sanctions, as appropriate, to improve management practice and increase efficiency of work;

(f) Developing, implementing and monitoring health and medico-administrative policies and the provision of health and medical care to staff worldwide, including peacekeeping, humanitarian and field missions, and United Nations funds and programmes;

(g) Providing support to intergovernmental, inter-agency and expert bodies in the field of human resources management;

(h) Conducting staff-management consultation, and promoting staff welfare and security.

2.3 The Office is divided into organizational units, as described in the present bulletin. The Assistant Secretary-General for Human Resources Management and the officials in charge of each unit, in addition to the specific functions set out in the present bulletin, perform the general functions applicable to their positions, as set out in Secretary-General's bulletin ST/SGB/1997/5 and amendment ST/SGB/2002/11.

Section 3
Assistant Secretary-General for Human Resources Management

3.1 The Assistant Secretary-General is responsible for the activities of the Office of Human Resources Management and its administration, and is accountable to the Under-Secretary-General for Management.

3.2 The Assistant Secretary-General provides leadership, direction and advice on matters that relate to the development, implementation, coordination, monitoring and communication of human resources strategies, policies and programmes throughout the Secretariat. Accordingly, the Assistant Secretary-General:

(a) Provides the Secretary-General, through the Under-Secretary-General for Management, with advice and support on all matters pertaining to human resources management;

(b) On matters pertaining to human resources management, represents the Secretary-General in dealings with the representatives of member and observer States, intergovernmental bodies, international organizations, governmental and non-governmental organizations, the International Civil Service Commission and other programmes and organizations of the United Nations system through the United Nations System Chief Executives Board for Coordination and its subsidiary bodies; and the media;

(c) Represents the Secretary-General in the conduct of staff-management consultations, as envisaged in article VIII of the Staff Regulations;

(d) Formulates the medium-term plan of the Office and produces the corresponding budget proposals;

(e) Identifies broad strategies required for the development and implementation of the work programme of the Office;

(f) Carries out management activities and makes managerial decisions to ensure the effective, efficient and economic operation of the programme.

Section 4
Office of the Assistant Secretary-General for Human Resources Management

4.1 The core functions of the Office of the Assistant Secretary-General for Human Resources Management are as follows:

(a) To assist and advise the Assistant Secretary-General in carrying out her/his duties, particularly on issues requiring policy decisions, and in coordinating administrative and management matters that require clearance by the head of the Office as well as in coordinating the activities of the Office with those of other organizational units performing related tasks;

(b) To prepare or coordinate the preparation of reports to the General Assembly and other bodies on human resources management matters;

(c) To conduct staff-management consultations;

(d) To conduct or coordinate communications programmes;

(e) To monitor the implementation of the work plans of the Office;

(f) To coordinate a programme of staff activities, volunteers and housing support;

(g) To participate in the development and implementation of the Organization's emergency preparedness programme.

4.2 The Office of the Assistant Secretary-General also provides secretariat services to the Staff-Management Coordination Committee.

Section 5
Operational Services Division

5.1 The Operational Services Division is headed by a Director who is accountable to the Assistant Secretary-General.

5.2 The Division consists of the following: (a) the Planning, Administration and Monitoring Service; (b) the Staffing Service; and (c) the Human Resources Information Technology Section. The Chief of each Service or Section is accountable to the Director of the Division.

5.3 The core functions of the Planning, Administration and Monitoring Service are:

(a) To manage a human resources planning capacity for the Secretariat that incorporates a workforce planning capacity for the medium and long terms and a departmental or office planning capacity for the short and medium terms; prepare human resources forecasts and establish criteria for an integrated post and people management system; and maintain strategic reports required for effective human resources management and produce various human resources statistical reports for the General Assembly;

(b) To administer and monitor staff entitlements and benefits; provide advice and support for the development of human resources management policies, job classification, staff selection, including to the central review bodies, succession planning, induction and separation of staff and staff-management consultations; and maintain the official status files of staff members;

(c) To support the development and implementation of a Secretariat-wide strategic human resources management monitoring system that incorporates compliance monitoring, advice, guidance and counselling to improve management practices and increase efficiency of work, provides relevant management information, sets off early warning signals of potential problems and provides guidance where needed.

5.4 The core functions of the Staffing Service are:

(a) To manage the implementation of the staff selection system, including the provision of secretariat services to the central review bodies at United Nations Headquarters in New York; contribute to the development of policies for the work of the central review bodies in the global Secretariat; develop the Galaxy e-staffing system as an enterprise staffing tool; provide guidance to departments to ensure that selection decisions are made on the basis of merit, demonstrated competencies, performance, objective, job-related criteria, and organizational mandates; and develop and monitor an integrated approach to ensure transparency, consistency, timeliness and efficiency of staffing procedures;

(b) To contribute to the development of strategies, policies and programmes, including recruitment campaigns, with a view to promoting more versatile, multi-skilled, mobile and experienced international civil servants, taking into account the predicted operational needs of the Organization and the mandates of the General Assembly, particularly on geographical representation and gender balance;

(c) To prepare an annual staffing plan for the Secretariat, as well as departmental staffing plans for inclusion in the departmental human resources action plans.

5.5 The core functions of the Human Resources Information Technology Section are:

(a) To improve the processing, monitoring and reporting capacity of the Organization's human resources management activities through the provision of appropriate information technology infrastructure, hardware, software and other information tools, while also improving the transparency and efficiency of human resources management processes, procedures and administrative processing transactions;

(b) To participate in the implementation of information and communications technology plans of the Secretariat and produce a plan for human resources activities;

(c) To implement and operate components of the Integrated Management Information System, Galaxy and related computerized human resources management systems;

(d) To provide, manage and maintain human resources data for reporting purposes.

Section 6
Division for Organizational Development

6.1 The Division for Organizational Development is headed by a Director who is accountable to the Assistant Secretary-General.

6.2 The purpose of the Division is to support change in management efforts in accordance with the Secretary-General's human resources management strategy, to assist managers in carrying out programmes more effectively and efficiently so as to meet the challenges facing the Organization and to support staff in achieving job and career satisfaction.

6.3 The Division consists of the Staff Development Service and the Human Resources Policy Service. The chief of each Service is accountable to the Director of the Division.

6.4 The core functions of the Staff Development Service are:

(a) To conduct competitive examinations for recruitment to the Professional category, as well as other examinations, tests and assessments;

(b) To integrate core and managerial competencies into all human resources systems including recruitment, performance assessment, career development and training; assess needs and formulate strategies to address organizational and individual development and learning requirements in order to build capacity at all levels, including at senior management levels; develop mechanisms to encourage mobility; and provide support for the career development of all staff, including developing occupational networks, career planning programmes, managed reassignment and mentoring programmes;

(c) To develop and implement core learning and development programmes to build the Organization's leadership and managerial capacity; increase competence in human and financial resources management; enable the Organization to maximize its investments in technology; ensure that the substantive skills of staff are continually enhanced and updated; promote a culture of high ethical standards

throughout the Organization; and strengthen the Organization's capacity to take advantage of its diversity by promoting multilingualism, cross-cultural awareness, and gender awareness and mainstreaming;

(d) To support the institutionalization of performance-based management, including through the continuing development and implementation of the Performance Appraisal System and its electronic tools;

(e) To support the development and implementation of policies and programmes concerning staff welfare and employee assistance, including in an inter-agency context; provide counselling, information and assistance to staff and their families on issues that may have an impact on their welfare and productivity; and contribute to the Organization's emergency preparedness programme;

(f) To develop and implement policies on work/life issues to assist staff in balancing professional and personal lives.

6.5 The core functions of the Human Resources Policy Service are:

(a) To develop human resources policies according to the Secretary-General's human resources management strategy in consultation with management and staff representative bodies, as appropriate; prepare amendments to the Staff Regulations for submission to the General Assembly; draft or coordinate revisions to the Staff Rules and administrative issuances setting out rules, policies and procedures; and approve publication of all administrative issuances, information circulars and official forms;

(b) To contribute to the development of a common system human resources policy in the areas of compensation and conditions of service and in the review and expansion of common services in the personnel area; contribute to the work of inter-agency bodies including the High-level Committee on Management and the Human Resources Network, and represent the United Nations at the International Civil Service Commission; and monitor the implementation of policy instructions and guidelines related to salaries, allowances and other entitlements, providing substantive support to legislative bodies during consideration of these issues;

(c) To conduct comprehensive salary surveys at non-Headquarters duty stations; review, establish and update allowances and other entitlements related to special missions; and approve and promulgate salary scales and allowances for staff in the General Service and related categories;

(d) To participate in the development of classification policies and standards at the common system level; develop and maintain classified generic job profiles; provide classification advice; and support the work of the classification appeals bodies;

(e) To provide advice on the application of human resources policies and rules based on the legal regime of the Organization, the Secretary-General's human resources management strategy, and the jurisprudence of the United Nations Administrative Tribunal;

(f) To represent the Secretary-General in all aspects of requests for review and appeals against administrative decisions and on disciplinary matters before the Joint Appeals Board and the Joint Disciplinary Committee, respectively.

Section 7
Medical Services Division

7.1 The Medical Services Division is headed by a Director who is accountable to the Assistant Secretary-General.

7.2 The Director coordinates the system-wide implementation of United Nations medical standards and health policies, addresses health care issues arising from all duty stations, and ensures staff access to benefit programmes.

7.3 The Director acts as medical adviser on matters pertaining to the Advisory Board on Compensation Claims and is the designated medical consultant for the United Nations Joint Staff Pension Board.

7.4 The Division is divided into three sections, all with similar core functions, as follows: (a) the United Nations Secretariat and the International Criminal Tribunals for former Yugoslavia and Rwanda, (b) peacekeeping operations and political and humanitarian missions, and (c) the United Nations funds and programmes.

7.5 The core functions of the Division are:

(a) To provide for the physical and mental health of staff worldwide and advise administration on staff benefits;

(b) To formulate and review United Nations medical standards, policies and guidelines, and ensure coordination and monitoring of system-wide implementation;

(c) To establish, update and coordinate United Nations system health advisories including travel precautions, pre- and post-travel examinations, consultations, vaccinations, health education materials and travel kits;

(d) To promote a healthy, safe and compassionate work environment through health policies and guidelines, health promotion programmes, comprehensive medical emergency preparedness plans, and coordinate system-wide implementation of medical policies for HIV/AIDS;

(e) To provide medical clearances for recruitment, reassignment and mission deployment of staff worldwide, military observers and civilian police monitors;

(f) To evaluate and certify sick leave for staff worldwide;

(g) To make recommendations to the following:

(i) The Advisory Board on Compensation Claims on medical claims from staff, military observers and civilian police monitors;

(ii) The United Nations Joint Staff Pension Fund on disability claims;

(iii) The administration on the eligibility of staff members' children for special education and special dependency allowance requests;

(h) To verify and advise on claims submitted to the Department of Peacekeeping Operations by troop-contributing countries for their contingent members on work-related illnesses, injuries and deaths;

(i) To convene and prepare medical boards whenever a medico-administrative decision is contested;

(j) To determine the health rating of all duty stations reviewed by the International Civil Service Commission;

(k) To ensure staff worldwide access to health services by:

(i) Advising on and assisting with medical evacuation and repatriation requests by staff and their recognized dependants, military observers, civilian police monitors and United Nations peacekeeping troops;

(ii) Making periodic on-site assessments of existing and potential regional medical evacuation centres;

(iii) Making periodic on-site assessments of local health facilities and living conditions at field duty stations and advising staff and administration accordingly;

(iv) Advising on and assisting in establishing new United Nations field medical facilities, when and where necessary;

(v) Providing technical support to all United Nations medical facilities;

(vi) Appointing and reviewing United Nations examining physicians worldwide, and maintaining and updating a roster of physicians in all duty stations;

(vii) Evaluating and providing technical clearance for all candidates applying for medically related United Nations posts, including United Nations volunteers, nurses and medical technicians;

(viii) Serving as an ex officio member of the Health and Life Insurance Committee;

(l) To provide health services to all New York-based staff of the United Nations system, including:

(i) Medical examinations and consultations;

(ii) Travel health clinic;

(iii) "Walk-in" clinic;

(iv) Emergency and first-aid care;

(v) Referral to outside specialists or hospitals;

(vi) Planning, organizing and implementing on-site health improvement programmes;

(m) To provide psychological assistance in the context of mission assignments, substance abuse and emergency preparedness;

(n) To provide courtesy medical services to the staff of all permanent and observer missions to the United Nations, and to visitors and contractors.

Section 8
Final provisions

8.1 The present bulletin shall enter into force on 1 April 2004.

8.2 Secretary-General's bulletin of 1 June 1998, entitled "Organization of the Office of Human Resources Management" (ST/SGB/1998/12), is hereby abolished.

(*Signed*) Kofi A. **Annan**
Secretary-General